



Managed Exchange Services

Azaleos' Managed Exchange Services for Exchange 2007 and 2010 deliver the cost savings and support levels of a hosted Exchange solution while keeping data on-premise and under your control. Our patented technology remotely monitors Exchange at the customer site or datacenter, sending key data points to our Network Operations Centers where certified Exchange experts proactively manage the environment on a 24x7x365 basis. Our solution improves availability, security and performance of Exchange environments while reducing the cost and time necessary to maintain them. With Azaleos, end users get a better, more productive experience and internal IT teams can refocus on helping business units address key challenges.

866.318.8767
fax 206.260.7480

info@azaleos.com

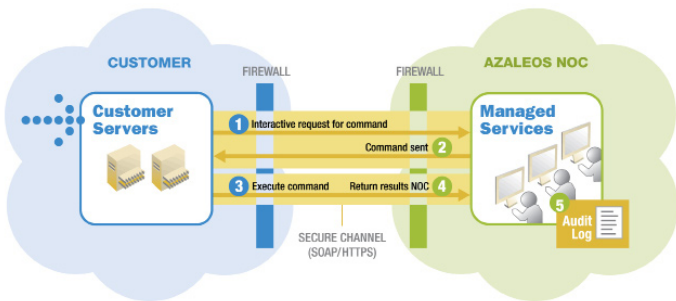
How It Works

Azaleos' patented ViewX technology creates a 5K-sized file containing information on over 2,800 Exchange 2007 or 2010 server datapoints and transmits the file every minute from customer servers to our NOC where expert Exchange engineers review the data and remediate any issues, using our SecureX technology to execute these commands asynchronously.

SecureX allows Azaleos engineers to remotely manage customer systems by enabling logged, auditable, repeatable, and scripted remote command execution. SecureX is fully SAS-70 compliant and allows for encrypted and batched commands from Azaleos to be transmitted from the Azaleos NOC and then executed locally on customer system.

Azaleos patented technology monitors over 5000 data points per minute, all analyzed by the Exchange experts in our NOC.

Azaleos technicians get real-time views on status of alerts and regularly test and update systems with patches and upgrades.



Feature Overview

Feature	Included In Standard Offering	Available Optional Service
• Best Practices Assessment and Configuration Update	✓	
• Real-time remote monitoring of key availability, performance and security data	✓	
• Proactive administration including patching and configuration management	✓	
• 24x7x365 expert support with SLAs, full change management, incident reporting and ticketing	✓	
• Reporting: Incident and Change Summary, Server Availability, Drive Space, Database Trending and more	✓	
• Managed Archive Services that meet key compliance and eDiscovery requirements		✓
• Managed Continuity Services for complete BC and DR capabilities		✓
• Managed Filtering Services comprehensive Anti-virus/Anti-spam, content and image control solution		✓
• Managed Mobile Services 24x7x365 monitoring and management of Blackberry Enterprise Server		✓



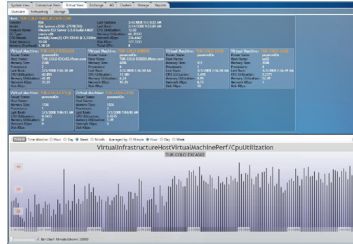
Managed Exchange Services Overview

Azaleos Managed Exchange Services deliver 24x7x365 monitoring and support for Microsoft Exchange 2007 or 2010 environments with real-time visualization, alert notification and access to monthly reports.

Monitoring and Management Innovation

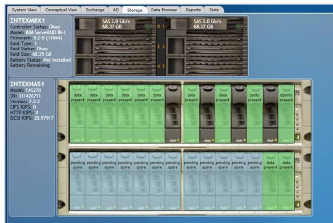
Software Plus Services

Azaleos captures and delivers over 2,800 Exchange-related datapoints per minute to the Azaleos Network Operations Center. From there Azaleos accelerates problem resolution by using expert knowledge of Exchange to analyze and interpret the data.



Virtualization

Azaleos Managed Exchange Services introduces an innovative new method for monitoring the Host system (physical server) as well as the Guest (virtual) servers operating within a Windows 2008 Hyper-V Server virtual environment.



Helpdesk Integration

Azaleos can optionally integrate ViewX alerts with customer trouble ticketing or helpdesk systems to ensure timely and systematic feedback to your IT department.

In-depth Monitoring

Azaleos Exchange monitoring provides superior depth and breadth of management capabilities compared to traditional Exchange monitoring software products. Azaleos goes beyond the arbitrary “vanilla” thresholds set by competitor services to select ones that best fit our customers’ individual needs based on company size and business type. This translates into a smoother experience for the end user and reduces troubleshooting and problem resolution time.



Transparency

Azaleos openly shares system applications and data with our customers. Customers can access the same tools used by Azaleos engineers, observe how they are conducting maintenance or even create their own dashboard view of Exchange statistics that are relevant to real-time business needs. SecureX audit logs are provided to allow customers to monitor all changes made and their results.

Additional Benefits of Azaleos Solution

Worldwide Simulation Data

Azaleos measures email access and throughput to and from the Internet, mobile devices, web browsers and Outlook clients, ensuring email is always up and flowing as efficiently as possible.

Rapid Alerts

ViewX delivers rules-based alerts to the Azaleos NOC enabling our engineers to identify and remediate issues before they affect end users.

Command Level Access Restrictions

All changes made within the customer’s environment can be controlled by the customer through establishment of Active Directory policies to limit unnecessary access to customer systems.

Automation

Changes can be scheduled within optional scheduled maintenance windows, eliminating interference with server availability and aligning with established processes.

Assured support and responsiveness:

We provide 24X7 service - NOC personnel are highly trained and certified - when you call and speak to the entry level phone support personnel at Azaleos, it is similar to a Tier 2 or Tier 3 Microsoft support phone call. 70% of Azaleos support calls are resolved by technician who answers and 95% of issues are resolved within 4 hours.

Who Else Is Doing It?



Client: Alcon, Inc.
Services: Managed Exchange
Managed Archive
Number of Users: 19,000



Client: Pentair
Services: Managed Exchange
Managed BES, Archive
Number of Users: 8,500



Client: Hitachi Consulting
Services: Managed Exchange
Managed SharePoint
Number of Users: 2,300



Client: Chiquita
Services: Managed Exchange
Number of Users: 5,500